

Statement of Work

1.0 Overview

1.1 Introduction

The Federal Aviation Administration's (FAA) Office of the Deputy Assistant Administrator for Information Services and Chief Information Officer (AIO)(CIO), in accordance with the Rehabilitation Act of 1973, is responsible for monitoring and overseeing the FAA's compliance with Section 508 requirements. AIO serves as the principal advisor to the Administrator, Deputy Administrator, and FAA offices on information management and technology across the agency and, as the agency's senior management official, serves as a spokesperson on information technology matters before Congress, other agencies, and the public. AIO leads and directs agency-wide strategic planning for information technology.

AIO must report to the U.S. Department of Transportation's (DOT) Office of the Secretary, Office of the Chief Information Officer (OCIO) on Section 508 compliance as well as provide technical support to stakeholders in this area.

The OCIO determines agency status for E-Gov scorecard compliance. In support of these activities, it is necessary for AIO to acquire programmatic and technical support to assist in the implementation of Section 508 requirements.

1.2 Background

On December 21, 2000, Section 508 of the Rehabilitation Act of 1973 (as amended in 1998) was published in the Federal Register and became mandatory for the Federal government. Section 508 requires that the government's electronic and information technology (EIT) is accessible to people with disabilities. Section 508 ensures that Federal employees with disabilities are able to use EIT to do their jobs. It also ensures private citizens with disabilities seeking information from Federal sources can utilize IT to access government information. Federal agencies must ensure that this technology is accessible to employees and members of the public with disabilities to the extent it does not pose an "undue burden."

The President signed the E-Government Act in 2002. It is the responsibility of the agency to ensure that all actions taken to implement the E-Government Act must comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

2.0 Purpose

The purpose of this contract is to procure qualified Contractor support to assist the FAA's IT Enterprise Services Division (AES-200) with ensuring agency-wide compliance of Section 508 Web site requirements and standards as defined by the United States Access Board and as required by all applicable laws, regulations, and DOT/FAA policies and procedures.

3.0 Scope of Work

The work detailed below is enterprise in nature and will determine the actual scope and breadth of the FAA audience involved. The work defined in the following paragraphs (starting in 3.1) must begin when finalized requirements, resources, costs, deliverables, and due dates are agreed upon.

3.1 Task: Program Management

Labor Category: Program Manager

Task Description: The Contractor must provide the administrative duties required for the management and implementation of the Section 508 support services under this task order. The Contractor must provide monthly reports, due by noon on the third business day of each month, which must cover activities of the previous month and plan for the current month. These reports must be delivered to the Contracting Officer Representative (COR) specified at award. These reports must include, at a minimum, the following:

- Overview of work completed, in progress, and planned for each task;
- Hours expended on tasks, labor categories, and personnel used for each task;
- Status of individual deliverables, planned activities,
- Identification of problem areas with recommended remedial actions;
- Status of all outstanding issues identified during previous months status reports;
- Summary of resource expenditures; and
- Any other information pertinent to the Government in administering the performance of this contract effort.

Deliverable	Due Date	Acceptance Criteria
Monthly Status Reports (3.1)	Noon on the third business day of each month	Contractor format accepted containing information described above. Review and acceptance by FAA.

3.2 Task: Section 508 Web Site Compliance

Labor Category: Applications Systems Analyst/Programmer

3.2.1 Web Site Accessibility Scanning

Task Description: The Contractor must conduct quarterly Section 508 accessibility compliance scans on all FAA Web sites identified by the FAA Section 508 Program Office. Quarterly scans must include all Web pages up to a maximum of twenty (20) levels deep. The total number of sites may vary from quarter to quarter depending on requirements. Maximum number of Web sites is 75. Scans must be conducted with an FAA-provided tool (currently tool is HiSoftware's AccVerify). Quarterly scans must be completed in the following months: December, March, June, and September.

The Contractor must also rescan any sites deemed noncompliant (up to a maximum of 25 per quarter) at the request of the FAA after site corrections are implemented. Rescan requests will be submitted to the Contractor via email notification from the FAA Section 508 Program Office. The Contractor must complete rescans within five (5) business days of request.

3.2.2 Web Site Compliance Reporting

Task Description: The Contractor must provide the FAA with reports from Web site scans that contain all appropriate information for Web content owners and developers to identify compliance issues and where the issues occur within scanned Web sites. This information includes, but is not limited to: the number of files scanned, number of files that are compliant, number of files that are noncompliant, number of levels scanned, nature of compliance issue(s), location within site(s) of compliance issue(s) and recommended solutions. The Contractor must provide the above reports and information to the FAA in a digital format ready for distribution through either FAA's Web management reporting system or electronic mail. The Contractor must submit a Web site compliance summary report to FAA in spreadsheet format containing the results of each individual Web site's compliance results (e.g., URL, date of scan, pages scanned, pages passed, pages failed, etc.) of current scans for that quarter.

The Contractor must work with DOT personnel to ensure compliance scans performed under this contract are being conducted to the same standards and requirements as similar scans being conducted by DOT.

Deliverable	Date	Acceptance Criteria
Individual Site Compliance Findings Reports (3.2.2)	Five (5) business days from the completion of the quarterly scans	Contractor format accepted per specifications described above. Review and acceptance by FAA.
Quarterly Compliance Summary Report (3.2.2)	Five (5) business days from the completion of the quarterly scans	Contractor format accepted per specifications described above. Review and acceptance by FAA.

3.3 Task: Technical Assistance

Labor Category: Applications Systems Analyst/Programmer

3.3.1 FAA Section 508 Compliance Help Desk

Task Description: The Contractor must provide technical assistance to FAA employees and contractors on questions including, but not limited to: compliance scans, compliance reports, remediation of noncompliant findings, pre-launch compliance scans and support for both Web sites & Web pages, compliance with other Section 508 accessibility requirements for electronic documents (e.g., Microsoft Office documents, PDFs, etc.), technical review of software applications, and other Section 508 accessibility concerns.

The Contractor must make themselves available via both telephone and email to answer questions during FAA core hours. Initial responses must be provided within one (1) business day with the final closure response coming no more than three (3) business days from date of the request. Assistance must be provided up to a maximum of seventeen (17) hours per month. FAA Section 508 Program Office personnel must be included on all email communications. All requests for technical assistance must be documented per acceptance criteria.

3.3.2 Compliance Reporting Reference Guide

Task Description: The Contractor must create reference guides for FAA Web developers detailing how to access and interpret compliance reports (for all tools used to scan any FAA Web site) as well as how to resolve common compliance issues. Reference guides must be created in standard FAA software suite and provided in electronic (i.e., editable) form and must, at minimum, include the following information: electronic location of reports, how to access and download reports and other supporting materials, how to read and interpret reports, steps to resolve common compliance issues, and technical assistance contact information. Reference guide must include screenshots and step-by-step instructions, where appropriate.

Deliverable	Due Date	Acceptance Criteria
Technical Assistance Log (3.3.1)	Monthly (along with monthly status reports)	Contractor format accepted containing the following (Date, requester contact information, Web site URL, issue, resolution, time expended to resolve).
Pre-launch Site Scan Compliance Reports (3.3.1)	Three (3) business days from initial request	Contractor format accepted per specifications described in section 3.2.2. Review and acceptance by FAA.
Reference Guide (3.3.2)	One (1) month after start of task order	Electronic Files in standard FAA software suite. Review and acceptance by FAA.

3.4 Task: Training & Awareness

Labor Category: Applications Systems Analyst/Programmer

3.4.1 Group Training Sessions

Task Description: The Contractor must instruct four (4) group training sessions, each two-hours in length, aimed at increasing the understanding and application of Section 508 standards among FAA employees. Sessions must be taught at FAA Headquarters in Washington, D.C. with class size of up to fifty (50) individuals. Prior to each session the Contractor must provide FAA with electronic files of course materials for in-house reproduction. All course materials delivered by Contractor, both for reproduction and

presentation, must be Section 508 compliant. These sessions may include, but are not limited to: creating accessible PDFs, Microsoft Office documents, and Web sites. The Contractor may use existing training materials but content must be updated with current federal requirements and technical standards as well as be based on current versions of software programs. Additional materials and/or course(s) may be required to be produced if content is not in Contractor's or FAA's inventory.

3.4.2 Section 508 Compliant Web Site Development Materials

Task Description: The Contractor must create Section 508 compliance resource materials for FAA Web developers to use when creating Web sites and other documents needing to be accessible. Resource materials may include, but not be limited to: checklists for how to create accessible Web sites, best practices for accessibility, etc.

3.4.3 FAA Section 508 Program Office & Individualized Training

Task Description: The Contractor must provide individual instruction, guidance and support on Section 508 compliance topics on an as-needed basis to FAA Section 508 Program Management Office staff or other agency personnel. Individualized instruction not to exceed ten (10) hours. Instruction may either be via telephone or in-person at FAA location in Washington, D.C.

Deliverable	Due Date	Acceptance Criteria
Training Courses and Supporting Materials (3.4.1)	Draft: One (1) month prior to mutually agreed upon training class dates Final: One (1) week prior to mutually agreed upon training class dates	Editable electronic files in standard FAA software suite. Review and acceptance by FAA.
Section 508 Compliant Web Site Development Materials (3.4.2)	Draft: Three (3) weeks after start of task order Final: Five (5) weeks after start of task order	Editable electronic files in standard FAA software suite. Review and acceptance by FAA.

3.5 Optional Task: Privacy Compliance Scanning

Task Description: FAA reserves the right to provide additional tasking concerning Privacy compliance scanning on FAA Web sites. If the option is exercised FAA will at that time define the specific requirements of the task and provide an updated Statement of Work (SOW) along with additional funding.

3.6 Optional Task: New Product Identification

Task Description: FAA reserves the right to provide additional tasking concerning the identification and recommendations of new products in support of Section 508 compliance. Any requests for this type of support must be accomplished within the

agreed upon contractual hours. If FAA desires to request this support, the Section 508 Program Office would reallocate the hours from other tasks outlined in this SOW and reassess priorities to support this task this work for other work and rework priorities if we decided to ask for this support.

4.0 Period of Performance

The period of performance must consist of a base year and one-year options for a total of four (4) years of possible support. All option periods are contingent upon availability of funds and satisfactory Contractor performance.

5.0 Place of Performance

FAA will provide work space in government facilities. Actual conduct of project work may occur at the location of the FAA server hosting the scanning tool(s) or other FAA facilities located in the National Capital Region.

6.0 Travel

Local travel may be required for certain tasks within this contract. This travel is limited to the Washington, D.C. Metro area. Long distance travel is not foreseen for the successful completion of this project. If long distance travel is required, however, all travel must be approved in accordance with FAA procedures prior to the travel taking place.

7.0 Requirements and Specifications

The Contractor must adhere to all FAA information technology and information system development life-cycle policies, regulations, and procedures. Best professional and industry practices must be used during the conduct of all work conducted under this project.

8.0 Deliverables

All training, Web site development materials, and other resources and checklists must be provided to the FAA as Section 508 compliant documents.

9.0 Administration

The FAA point-of-contact for this project is:

TBD

IT Enterprise Business Services Division (AES-200)

800 Independence Ave, SW

Washington, D.C. 20591

(202) XXX-XXXX